

SERVICE APPEAL REQUEST
Cabinet for Families and Children
Department for Community Based Services

Customer Service Complaints

For resolution of a matter not subject to review through an administrative hearing, please contact the Office of Ombudsman at 1-800-372-2973. If you do not wish to speak with the Office of Ombudsman, you may submit your grievance in writing to a Service Region Administrator or designee no later than 30 days from the date of a Cabinet action to which you object.

SECTION 1. The following matters are subject to review through an administrative hearing pursuant to 922 KAR 1:320, Service Appeals: (To request an administrative hearing, please check the box(es) appropriate to the specific nature of your service appeal and complete the reverse side of this form.)

CHILD PROTECTIVE SERVICES INVESTIGATION - An alleged perpetrator of child abuse or neglect may appeal the following:

- ☐ A cabinet finding of substantiated child abuse or neglect as described in 922 KAR 1:330, Child Protective Services.

CHILD WELFARE SERVICES - Families and children may appeal the following matters:

- ☐ Denial, in whole or in part, reduction, modification, suspension, or termination of a child welfare service as defined by 42 U.S.C. 625 and described in 42 U.S.C. 629a.
- ☐ Failure by the Cabinet to act upon a request for a child welfare service with reasonable promptness.
- ☐ Failure by the Cabinet to complete a case plan as defined in 42 U.S.C. 675(1) and KRS 620.230.

FOSTER AND ADOPTIVE SERVICES - A foster or adoptive parent may appeal the following matters:

- ☐ Failure by the Cabinet to process a foster care payment with reasonable promptness under 922 KAR 1:350, Family Preparation or adoption assistance payment under 922 KAR 1:050, Approval of Adoption Assistance with reasonable promptness.
- ☐ Restriction of access to cabinet sponsored foster home parent training that has been scheduled under 922 KAR 1:350, Family Preparation.
- ☐ Closure of a foster home under 922 KAR 1:350, Family Preparation, except when the reason for closure relates to abuse, neglect, or exploitation of a foster child, achievement of a permanency goal, or reunification with a sibling.
- ☐ Failure by the Cabinet to approve a prospective adoptive parent who meets the requirements of 922 KAR 1:100, Agency Adoptions, and 922 KAR 1:350, Family Preparation, for the placement of an adoptive child.
- ☐ Failure by the Cabinet to place an adoptive child in an approved adoptive parent's home with reasonable promptness.
- ☐ Except as otherwise provided by law, failure by the Cabinet to provide an adoptive parent with known relevant facts regarding the child, child's background prior to finalization of the adoption, or biological family.
- ☐ Failure by the Cabinet to advise an adoptive parent of the availability of adoption assistance as described by 42 U.S.C. 673 and 922 KAR 1:050, Approval of Adoption Assistance.
- ☐ Determination by the Cabinet that an adoptive parent is ineligible for adoption assistance upon execution of an adoptive placement agreement as described by 922 KAR 1:050, Approval of Adoption Assistance.
- ☐ Denial of a request for a change in payment level due to a change in an adoptive parent's circumstances at the time of renewal of an adoption assistance agreement as described by 922 KAR 1:050, Approval of Adoption Assistance.

ADULT SERVICES - An adult in need of services may appeal the following matters:

- ☐ Denial, in whole or in part, of a general adult service as described in 922 KAR 5:090, General Adult Services.
- ☐ Denial, in whole or in part, of protective services to an adult identified as a victim of abuse, neglect or exploitation in accordance with 922 KAR 5:070, Adult Protective Services.
- ☐ Failure by the Cabinet to act upon a request for general adult services or an adult protective service with reasonable promptness.

CHILD CARE SERVICES - A child care provider may appeal the following matters:

- ☐ Denial of a certificate to operate a family child care home, revocation of certification, suspension of certification for a non-emergency situation, or an intermediate sanction imposed on a certified family child care home provider as described by 922 KAR 2:100, Certification of Family Child Care Homes.
- ☐ Denial or termination of a child care provider's registration under 922 KAR 2:180, Requirements for Unregulated Provider Registration in the Child Care Assistance Program.

FINANCIAL ASSISTANCE - An individual applying for or currently receiving financial assistance under KAR Title 922 may appeal the following matters:

- ☐ Determination that an individual is ineligible for a tuition waiver under 922 KAR 1:450, Tuition waiver for foster and adopted children.
- ☐ Failure to respond with reasonable promptness, denial, reduction, suspension, or termination of any federally funded benefit, payment, or financial assistance to which an individual may be entitled under KAR Title 922. (Please state the type of financial assistance): _____

OTHER

- ☐ Any other matter by which state law or KAR Title 922 expressly permit the appeal of a cabinet action. (Please state the subject matter of your appeal): _____

Please identify the date of the disputed Cabinet action: Month_____ Day_____ Year_____

Name:	Title, if known:
Work Address:	
City:	County:

Name:	Title, if known:
Work Address:	
City:	County:

Name of Complainant (Please print): _____ Date: _____

Address: _____

Street/P.O. Box No.	City	State	Zip Code
---------------------	------	-------	----------

Telephone No.: _____ County of Residence: _____

Signature of Complainant: _____

**For V/TDD Services
Call the Office of the Ombudsman at 1-800-372-2973**

[Back to Table of Contents](#)